

OFFICE OF GENERAL SERVICES

MISSION

The Office of General Services (OGS) was established to consolidate into a single agency, state-of-the-art, cost efficient support services required to operate a changing and increasingly complex State government. These included telecommunications and computer systems, building design and construction, leasing, facility maintenance, purchasing of goods and services, and other basic support services, including mail, parking, printing and surplus property.

In recent years, these activities have continued and evolved to meet State government's changing needs. Many additional responsibilities have been added to make the Office the centralized service provider agency for the State. Among these more recent responsibilities are the purchasing of new technologies, participating in the statewide financing of various types of equipment, and overseeing the distribution of surplus Federal food to public and private organizations.

The Office supports the operations of State agencies by providing voice and data communications; centralized information processing; space planning and leasing; real property management and maintenance; centralized contracting for commodities, services and printing; employee and visitor parking management; and interagency mail and courier assistance. The Office also helps local governments reduce their operating costs by distributing federally donated foods and surplus equipment to them, and by offering them the use of its centralized commodity and service contracts.

ORGANIZATION AND STAFFING

The Office is headed by a Commissioner, who is appointed by the Governor, with a central executive staff and is structured around customer-focused business enterprises: Real Property Management and Development; Information Technology and Procurement Services; Design and Construction; and Support Services. The Office will have a workforce of 2,034 positions for 2001-02.

In the Spring of 1999, the Office released its first comprehensive Strategic Plan. The Plan establishes three major goals, 10 strategic objectives and 26 broad performance measures, and sets forth specific strategies for improving performance. Every major business unit is now developing key performance measures that will be based on reliable data. The measures will assist the Office in remaining focused on the work that matters most to its customers and stakeholders and in identifying needed improvements and changes. The Office's performance measures will be in place during 2001-02, and OGS will work with the Division of the Budget to determine how to link information about performance to the budgeting process.

FISCAL BACKGROUND AND BUDGET HIGHLIGHTS

The Executive Budget recommends \$531.5 million for the Office, which includes support of \$145.8 million in State tax dollars from the General Fund. This recommendation also includes \$257.1 million in user fees charged to State agencies and other governmental entities that utilize OGS central and other support services, and \$6.4 million in Federal funding. Most of this funding supports the operation of State office buildings, rehabilitation and other projects aimed at preserving or extending the useful life of office buildings, and the provision of centralized services to State agencies.

Recommended funding will enable OGS to maintain its current levels of service. Major recommendations are as follows:

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- Increases of \$15 million in General Fund and \$15 million in Internal Service Fund support have been included to meet higher utility-related costs.
- An increase of \$1 million in the General Fund is recommended to fund the completion of a monument on the Empire State Plaza to honor New Yorkers who served in the United States Armed Forces during the Second World War.
- An increase of \$600,000 is recommended in the Internal Service Fund to fund the development of a coordinated claims and loss reporting system and to oversee other risk management initiatives.
- Article VII legislation is being introduced as part of the risk management initiative which will reduce insurance costs associated with capital projects. Initial 2001-02 savings of \$1 million are expected to grow significantly once all the risk management initiatives are fully implemented.

Recommended funding of \$122 million for the Capital Projects Budget includes support for critical projects at the State Capitol and for the modernization of State office buildings in the Capital District. The recommended increase in year-to-year funding reflects the funding required to start the rehabilitation of the A.E. Smith Office Building while allowing the Office to maintain its current spending for the upkeep and preservation of other office buildings throughout the State.

PROGRAM HIGHLIGHTS

EXECUTIVE DIRECTION

This program provides the day-to-day management of the agency, helps State agencies to acquire vehicle insurance, administers financing for the State equipment purchasing program and coordinates the centralized purchase of electricity from the Power Authority of the State of New York.

REAL PROPERTY MANAGEMENT AND DEVELOPMENT

This program is responsible for providing for the safe and efficient operation of approximately 46 major and 84 ancillary State-owned and operated buildings across the State. Services provided by this program include building management, operation, maintenance, cleaning and security for facilities encompassing 17.8 million interior gross square feet with a replacement value estimated at \$4.6 billion. Employees assigned to this program also manage building renovation projects, administer service contracts for the maintenance and operation of certain heating, ventilation and air conditioning systems, and negotiate agreements as needed for leased space.

The Office is also making a major capital investment in office facilities in the Albany area. The need for this effort results from years of under-investment, and the need for State offices to accommodate modern technology. This program includes new office buildings for the Department of Environmental Conservation and the Office of the State Comptroller, a new parking garage in downtown Albany, the modernization of the Alfred E. Smith State Office Building and the development of the Harriman State Office Campus.

TECHNOLOGY AND PROCUREMENT SERVICES

This group provides State agencies with state-of-the-art voice and data communications services, and manages the statewide procurement of goods, services and commodities having an annual value of \$1.7 billion. In carrying out these responsibilities, this group provides centralized telecommunication and data services and establishes standards for each commodity purchased by the Office by developing detailed specifications, evaluating bids, and monitoring vendor performance and quality control. Eligible local

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governments, schools and not-for-profit organizations may use these centralized contracts, which generally offer the best prices because of the State's purchasing power, to reduce their own operating costs.

DESIGN AND CONSTRUCTION

This group provides architectural, engineering, planning, and design and construction management services to State agencies operating State-owned facilities. This group provides these services to over 20 agencies, and has projects valued at approximately \$300 million underway in design and \$800 million underway in construction.

SUPPORT SERVICES

Employees in this group provide and manage the delivery of interagency mail, employee and visitor parking and transfer of Federal and State surplus property. These employees also warehouse federally donated food and distribute it to school districts and food pantries.

ALL FUNDS APPROPRIATIONS (dollars)

| <u>Category</u> | <u>Available 2000-01</u> | <u>Appropriations Recommended 2001-02</u> | <u>Change</u> | <u>Reappropriations Recommended 2001-02</u> |
|-------------------|------------------------------|---|-------------------|---|
| State Operations | 367,565,100 | 409,256,600 | 41,691,500 | 3,125,000 |
| Aid To Localities | 75,000 | 0 | (75,000) | 0 |
| Capital Projects | 71,400,000 | 122,200,000 | 50,800,000 | 138,681,000 |
| Total | <u>439,040,100</u> | <u>531,456,600</u> | <u>92,416,500</u> | <u>141,806,000</u> |

ALL FUND TYPES PROJECTED LEVELS OF EMPLOYMENT BY PROGRAM FILLED ANNUAL SALARIED POSITIONS

Full-Time Equivalent Positions (FTE)

| <u>Program</u> | <u>2000-01 Estimated FTEs 03/31/01</u> | <u>2001-02 Estimated FTEs 03/31/02</u> | <u>FTE Change</u> |
|--|--|--|-------------------|
| Design and Construction | | | |
| Internal Service Funds | 450 | 450 | 0 |
| Executive Direction | | | |
| General Fund | 118 | 113 | (5) |
| Internal Service Funds | 16 | 21 | 5 |
| Information Technology and Procurement | | | |
| General Fund | 194 | 187 | (7) |
| Special Revenue Funds - Other | 15 | 15 | 0 |
| Internal Service Funds | 191 | 191 | 0 |
| Real Property Management and Development | | | |
| General Fund | 935 | 899 | (36) |
| Special Revenue Funds - Other | 66 | 66 | 0 |
| Internal Service Funds | 80 | 80 | 0 |
| Expendable Trust Funds | 12 | 12 | 0 |
| Total | <u>2,077</u> | <u>2,034</u> | <u>(43)</u> |

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STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE APPROPRIATIONS (dollars)

| <u>Fund Type</u> | <u>Available 2000-01</u> | <u>Recommended 2001-02</u> | <u>Change</u> |
|---------------------------------|------------------------------|--------------------------------|---------------|
| General Fund | 123,392,100 | 145,786,600 | 22,394,500 |
| Special Revenue Funds - Federal | 6,050,000 | 6,400,000 | 350,000 |
| Special Revenue Funds - Other | 17,631,000 | 14,854,700 | (2,776,300) |
| Enterprise Funds | 1,270,000 | 1,308,700 | 38,700 |
| Internal Service Funds | 218,250,000 | 239,814,400 | 21,564,400 |
| Fiduciary Funds | 972,000 | 1,092,200 | 120,200 |
| Total | 367,565,100 | 409,256,600 | 41,691,500 |
| Adjustments: | | | |
| Transfer(s) From | | | |
| Special Pay Bill | | | |
| General Fund | (4,342,000) | | |
| Special Revenue Funds - Other | (223,000) | | |
| Enterprise Funds | (53,000) | | |
| Internal Service Funds | (4,054,000) | | |
| Appropriated 2000-01 | 358,893,100 | | |

STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM APPROPRIATIONS (dollars)

| <u>Program</u> | <u>Available 2000-01</u> | <u>Recommended 2001-02</u> | <u>Change</u> |
|--|------------------------------|--------------------------------|---------------|
| Design and Construction | | | |
| Internal Service Funds | 46,252,700 | 45,911,800 | (340,900) |
| Executive Direction | | | |
| General Fund | 12,412,300 | 12,260,300 | (152,000) |
| Enterprise Funds | 56,000 | 57,700 | 1,700 |
| Internal Service Funds | 42,278,600 | 57,487,800 | 15,209,200 |
| Fiduciary Funds | 722,000 | 842,200 | 120,200 |
| Information Technology and Procurement | | | |
| General Fund | 9,314,700 | 11,126,900 | 1,812,200 |
| Special Revenue Funds - Federal | 6,050,000 | 6,400,000 | 350,000 |
| Special Revenue Funds - Other | 3,345,800 | 4,693,900 | 1,348,100 |
| Internal Service Funds | 118,409,400 | 124,856,500 | 6,447,100 |
| Real Property Management and Development | | | |
| General Fund | 101,565,100 | 122,399,400 | 20,834,300 |
| Special Revenue Funds - Other | 14,285,200 | 10,160,800 | (4,124,400) |
| Enterprise Funds | 1,214,000 | 1,251,000 | 37,000 |
| Internal Service Funds | 11,309,300 | 11,558,300 | 249,000 |
| Fiduciary Funds | 250,000 | 250,000 | 0 |
| Community Projects | | | |
| General Fund | 100,000 | 0 | (100,000) |
| Total | 367,565,100 | 409,256,600 | 41,691,500 |

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**STATE OPERATIONS - GENERAL FUND
SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES
2001-02 RECOMMENDED
(dollars)**

| Program | Total Personal Service | | Personal Service Regular (Annual Salaried) | |
|---|-------------------------------|------------------|---|------------------|
| | Amount | Change | Amount | Change |
| Executive Direction | 5,842,100 | (217,400) | 5,642,100 | (282,200) |
| Information Technology and Procurement | 9,901,400 | 1,776,500 | 9,862,400 | 1,775,700 |
| Real Property Management and Development | 36,759,500 | (168,800) | 35,887,400 | (340,900) |
| Total | 52,503,000 | 1,390,300 | 51,391,900 | 1,152,600 |

| Program | Temporary Service (Nonannual Salaried) | | Holiday/Overtime Pay (Annual Salaried) | |
|---|---|---------------|---|----------------|
| | Amount | Change | Amount | Change |
| Executive Direction | 150,000 | 34,000 | 50,000 | 30,800 |
| Information Technology and Procurement | 0 | (23,900) | 39,000 | 24,700 |
| Real Property Management and Development | 0 | 0 | 872,100 | 172,100 |
| Total | 150,000 | 10,100 | 961,100 | 227,600 |

**STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
2001-02 RECOMMENDED
(dollars)**

| Program | Total Nonpersonal Service | | Supplies and Materials | |
|---|----------------------------------|-------------------|-------------------------------|--------------------|
| | Amount | Change | Amount | Change |
| Executive Direction | 6,418,200 | 65,400 | 197,400 | 5,600 |
| Information Technology and Procurement | 1,225,500 | 35,700 | 99,700 | 2,800 |
| Real Property Management and Development | 85,639,900 | 21,003,100 | 4,000,000 | (2,870,100) |
| Community Projects | 0 | (100,000) | 0 | 0 |
| Total | 93,283,600 | 21,004,200 | 4,297,100 | (2,861,700) |

| Program | Travel | | Contractual Services | |
|---|----------------|---------------|-----------------------------|-------------------|
| | Amount | Change | Amount | Change |
| Executive Direction | 90,200 | 2,600 | 1,955,600 | 57,200 |
| Information Technology and Procurement | 58,400 | 1,700 | 1,046,200 | 30,600 |
| Real Property Management and Development | 275,000 | 4,700 | 78,664,900 | 22,641,200 |
| Total | 423,600 | 9,000 | 81,666,700 | 22,729,000 |

| Program | Equipment | | Maintenance Undistributed | |
|---|------------------|----------------|----------------------------------|----------------|
| | Amount | Change | Amount | Change |
| Executive Direction | 0 | 0 | 4,175,000 | 0 |
| Information Technology and Procurement | 21,200 | 600 | 0 | 0 |
| Real Property Management and Development | 1,700,000 | 227,300 | 1,000,000 | 1,000,000 |
| Community Projects | 0 | 0 | 0 | (100,000) |
| Total | 1,721,200 | 227,900 | 5,175,000 | 900,000 |

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STATE OPERATIONS - OTHER THAN GENERAL FUND SUMMARY OF APPROPRIATIONS AND CHANGES 2001-02 RECOMMENDED (dollars)

| Program | Total | | Personal Service | |
|--|-------------|-------------|------------------|-------------|
| | Amount | Change | Amount | Change |
| Design and Construction | 45,911,800 | (340,900) | 25,387,200 | (1,246,800) |
| Executive Direction | 58,387,700 | 15,331,100 | 1,127,600 | (84,500) |
| Information Technology and Procurement | 135,950,400 | 8,145,200 | 10,921,300 | 927,300 |
| Real Property Management and Development | 23,220,100 | (3,838,400) | 6,410,100 | 488,200 |
| Total | 263,470,000 | 19,297,000 | 43,846,200 | 84,200 |

| Program | Nonpersonal Service | | Maintenance Undistributed | |
|--|---------------------|-------------|---------------------------|--------|
| | Amount | Change | Amount | Change |
| Design and Construction | 20,524,600 | 905,900 | 0 | 0 |
| Executive Direction | 57,260,100 | 15,415,600 | 0 | 0 |
| Information Technology and Procurement | 125,029,100 | 7,217,900 | 0 | 0 |
| Real Property Management and Development | 16,560,000 | (4,326,600) | 250,000 | 0 |
| Total | 219,373,800 | 19,212,800 | 250,000 | 0 |

AID TO LOCALITIES ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE APPROPRIATIONS (dollars)

| Fund Type | Available 2000-01 | Recommended 2001-02 | Change |
|--------------|----------------------|------------------------|----------|
| General Fund | 75,000 | 0 | (75,000) |
| Total | 75,000 | 0 | (75,000) |

AID TO LOCALITIES ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM APPROPRIATIONS (dollars)

| Program | Available 2000-01 | Recommended 2001-02 | Change |
|--------------------|----------------------|------------------------|----------|
| Community Projects | | | |
| General Fund | 75,000 | 0 | (75,000) |
| Total | 75,000 | 0 | (75,000) |

CAPITAL PROJECTS ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM APPROPRIATIONS (dollars)

| Comprehensive Construction Program | Available 2000-01 | Recommended 2001-02 | Change | Reappropriations 2001-02 |
|---|----------------------|------------------------|------------|-----------------------------|
| Design and Construction Supervision | | | | |
| Capital Projects Fund | 6,600,000 | 7,000,000 | 400,000 | 22,444,000 |
| Petroleum Storage Tank | | | | |
| Capital Projects Fund | 0 | 0 | 0 | 500,000 |
| Flood Disaster Restoration Program | | | | |
| Capital Projects Fund | 0 | 0 | 0 | 3,000,000 |
| Maintenance and Improvement of Real Property Facilities | | | | |
| Capital Projects Fund | 64,800,000 | 115,200,000 | 50,400,000 | 107,257,000 |
| Capital Projects Fund - Advances | 0 | 0 | 0 | 5,480,000 |
| Total | 71,400,000 | 122,200,000 | 50,800,000 | 138,681,000 |